



FAMILY DENTAL PRACTICE

Lourdes R. Gaerlan, D.M.D., Inc.

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PRACTICE INFORMATION

General Dentistry

Our dental care encompasses all phases of dentistry, especially preventative dentistry. Among the services we provide are:

- Instruction in proper brushing and flossing;
- Regular prophylaxis (cleaning);
- Root scale and planning (deep cleaning);
- Composite (tooth colored) and silver fillings;
- Gold and porcelain crowns and bridges;
- Cosmetic bonding (veneers);
- Full and partial dentures;
- Root canal therapy;
- Extractions and odontotectomy; and,
- Minor periodontal (gum) surgery.

However, for those cases deemed best handled by a specialist in that field, we will consult with one and make the appropriate referral. We have very close working relationships with excellent specialists in every major field of dentistry. Providing you with the best care possible is our primary interest.

Our Staff

We all work at Windsmile Family Dental Practice for one purpose – to provide you, our patient, with the best possible dental care. We welcome you to our practice and want you to know that we are available to answer your questions and take care of all your dental needs. We value you as a patient and as a person and will strive to demonstrate that in our personal and professional treatment of you.

Your First Appointment

On your first visit, a permanent record will be started. You will be then asked to fill out a health history, privacy act sheet, and consent form. Please bring all of your insurance information with you and the Social Security numbers of the insured persons in your family. It is helpful if you arrive a few minutes early to fill out the necessary forms.

The first appointment will consist of a complete assessment of your current dental health. This will include:

- Review of your past medical and dental histories.
- Oral cancer screening.
- TMJ analysis.
- Bite analysis.
- Periodontal (gum) analysis.
- Examination and analysis of teeth and current restorations.
- Radiographs (x-ray) analysis.

Between your first and following appointment, all of the information gathered at the first appointment will be studied to arrive at the best treatment plan possible. At the subsequent appointment, your treatment plan will be discussed and any arrangements or modifications can be made.

Appointments

The regular office hours are Tuesday through Saturday; 9:00 a.m. to 6:00 p.m. with lunch hour from 1:00 p.m. to 2:00 p.m. We are also available on Mondays to schedule appointments only. Please assist us by

Emergency Care

If you have an urgent problem, we are always ready to help you.

During Office Hours: Please call (707) 421-8190 and we will arrange an emergency visit for you. Please note that in most emergency care visits we are fitting you into our schedule, so a short wait may be necessary.

After Office Hours: Please call (707) 421-8190 and we will return your call as soon as possible; we will make further arrangements to help you. If a serious or life-threatening emergency, please contact the nearest medical provider to assist you.

Phone Calls

Please feel free to call our office anytime if you have questions regarding your condition, medication or treatment. Our staff is specially trained to answer your questions. However, if it is necessary for you to speak personally with the doctor, we will take your name and telephone and the doctor will return your call as soon as the schedule permits.

Canceling Appointments/Rescheduling Appointments

We routinely call our patients to remind them of appointment dates and times at least one day in advance. In order for us to maximize services to all patients, we request that you notify us if you need to cancel or reschedule your appointment **48 hours in advance** of your scheduled appointment time. Otherwise, a missed, cancelled or rescheduled appointment fee of **\$50.00** will be charged to your account. After 3 missed appointments, we reserve the right to dismiss you as a patient.

Cancelando Citas/Reservando Citas

Rutinariamente llamamos nuestros pacientes para recordarles el día y la hora de sus citas con lo menos un día de anticipación. Para nosotros proveer servicios óptimos a nuestros pacientes, le solicitamos que nos notifique con **48 horas de anticipación** al día y la hora de su cita. De no ser así, ya sea por perder, cancelar, o por reservar una fecha nueva para su cita, se le añadirá a su cuenta un cargo de **\$50.00**. Luego de faltar a 3 citas, nos reservamos el derecho de rechazarlo como paciente.

Fees

We will present your treatment plan to you, along with a listing of itemized fees, before we start any treatment. Payment is expected when treatment is rendered unless otherwise prearranged with the Financial Coordinator. For your convenience we accept personal checks, MasterCard, VISA, and Debit cards, as well as cash payments.

Private Insurance

We accept most insurance plans in our office. In complicated cases, our office will be happy to process the forms for you. All procedures and fees are subject to change due to insurance eligibility and fees. If at any time, the insurance does not pay the said percentage of coverage, the patient is responsible for any remaining balances.

Medi-cal/Denti-cal Insurance

There is a holding fee of \$100 money order or cash for all lab related procedures. This holding fee will be returned when the procedure is finished.

Final Note

We welcome you to our practice. We are very proud of our office and hope that you will be able to receive the best dental care possible. Our staff, office procedures, dental equipment and décor have all been chosen with much thought and care to provide you with quality dental care in a pleasant and friendly atmosphere.

Equally important is our relationship. Any relationship is best when it is based on mutual understanding. We believe that this understanding is extremely important. We make a very special effort to explain everything to you regarding your condition and treatment. If you ever have a question, or of anything is not clear, do not hesitate to ask.